I tried to order an On Demand program and received an error screen that said, "Unable to Process Request." What does this mean?

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The "Unable to Process Request" message occurs when the converter is unable to communicate with the On Demand equipment at SECV. Try rebooting your equipment by unplugging and plugging back in. If you continue to recieve this message, contact your local office at 877.955.SECV or chat us live for further assistance.